

Sandhurst and Owlsmoor Focus Group Patient Survey November 2011

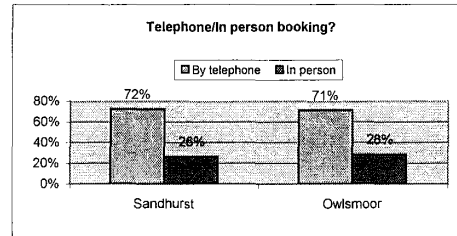
The survey was conducted in the 2 weeks beginning October 31. Its main purpose was to find the reaction of patients at both Surgeries to the telephone and appointment systems in use, with particular reference to their response to telephone consultation and triage.

The survey was presented at peak attendance times at the Surgeries, (9-11am and 4-6 pm); also between 12-1pm when urgent appointments may be more frequent. The forms were completed by the patients, with minimal supervision, at the time of their attendance and their compliance was positive and encouraging.

1354 patients took part, 790 at Sandhurst and 564 at Owlsmoor. An analysis of the results is shown below:-

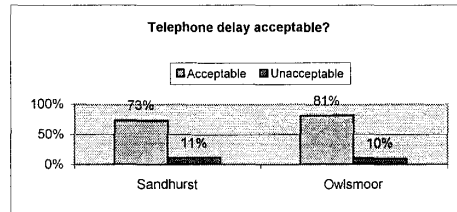
Was the appointment made by telephone or in person?

Appointment	Sandhurst	Owlsmoor
By telephone	72%	71%
In person	26%	28%



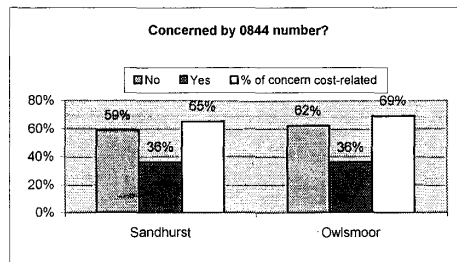
Was the telephone delay acceptable?

Acceptability?	Sandhurst	Owlsmoor
Acceptable	73%	81%
Unacceptable	11%	10%



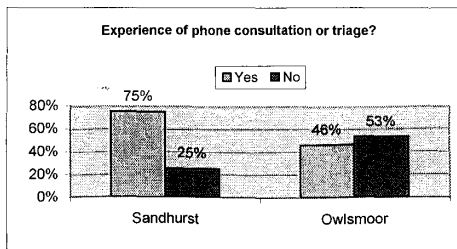
Are you concerned over the use of an 0844 telephone number?

Concerned?	Sandhurst	Owlsmoor
No	59%	62%
Yes	36%	36%
% of concern cost-related	65%	69%



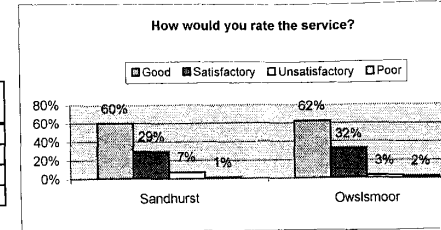
Have you experienced Telephone Consultation or Triage?

Experience?	Sandhurst	Owlsmoor
Yes	75%	46%
No	25%	53%



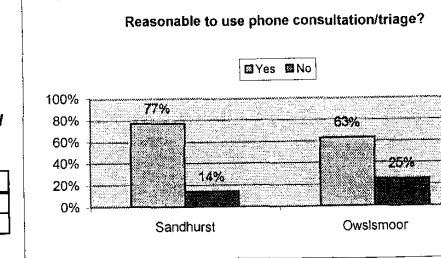
How would you rate the Telephone/Triage service?

Consultation OK?	Sandhurst	Owlsmoor
Good	60%	62%
Satisfactory	29%	32%
Unsatisfactory	7%	3%
Poor	1%	2%



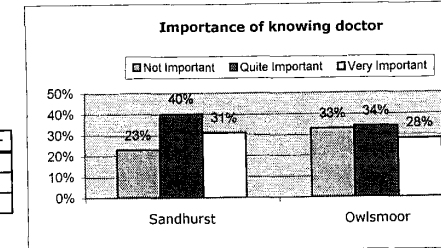
Do you think it reasonable to use Telephone Consultation/Triage to help meet the demand for care by the doctor?

Reasonable?	Sandhurst	Owlsmoor
Yes	77%	63%
No	14%	25%



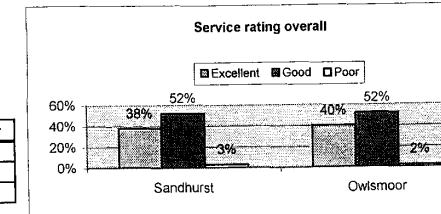
How important is it for you to know the doctor to whom you speak on the telephone?

Importance?	Sandhurst	Owlsmoor
Not Important	23%	33%
Quite Important	40%	34%
Very Important	31%	28%



How do you rate the overall service given?

Rating	Sandhurst	Owlsmoor
Excellent	38%	40%
Good	52%	52%
Poor	3%	2%



Additional information sources used?

Information Source	Sandhurst	Owlsmoor
Website	27%	27%
Practice Website	28%	34%
Ask in Surgery	42%	55%
Noticeboards	31%	17%
Newsletter	16%	16%
Practice Brochure	10%	10%

